BLM LIBRARY
88051407

WORKING WITH VOLUNTEERS

A Guide for Managers and Supervisors

VOLUNTEER

U.S. Department of the Interior
Bureau of Land Management

S
944.5
.V64
W644
1998

* * * VOLUNTEERS — OUR GREATEST RESOURCE * * *

THE SUCCESS OF A SOCIETY LIES IN THE WILLINGNESS OF ITS CITIZENS TO GIVE OF THEMSELVES, TO PERFORM OR GIVE A SERVICE OF THEIR OWN FREE WILL.

THE ONLY "GIFT" IS A PORTION OF THYSELF.

...Ralph Waldo Emerson

#42939106
ID88051407
S
944.5
.V64
W644
1998

CONTENTS

Introduction 1

The Basics 1

Program Coordination 2

Planning 2
- Identify Your Needs 2
- Why Have a Project Description 3

Recruiting 4
- Eligibility 4
- Interviewing and Enrolling Volunteers 4
- Privacy Act 4

Signing Up a Volunteer 5
- The Volunteer Agreement 5
- Orientation 5
- Reimbursement 5
- Uniform Expense 6
- Training 6
- Supervising 6

Completion of Volunteer Service 6
- Assignment Completed 6
- Termination of Service 6

Evaluating the Program 7
- The Supervisor's Role 7
- The Volunteer's Role 7

Volunteer Recognition 7
- Show Appreciation 7
- Formal Recognition 7

Benefits to Volunteers 8

Appendix A - Ways Volunteers Can Assist BLM 9

Appendix B - Volunteer Orientation Packet 13

Appendix C - Checklist for Supervisors 15

Appendix D - Examples 17

Appendix E - Safety and Conduct 27

BLM LIBRARY
RS 150A BLDG. 50
DENVER FEDERAL CENTER
P.O. BOX 25047
DENVER, CO 80225

* * * VOLUNTEERS ARE ORDINARY PEOPLE MAKING EXTRAORDINARY THINGS HAPPEN * * *

INTRODUCTION

The objectives of this guidebook are to assist managers/supervisors in (1) determining their needs for volunteers; (2) supervising and training their volunteers; and (3) increasing the productive utilization of volunteer services by the Bureau of Land Management. Policy and procedures guidance for the BLM Volunteer Program is found in BLM Manual 1114, Volunteers. This guidebook is intended for use with that manual section.

Today's volunteers tend to be active, productive, creative individuals of all ages who possess the skills, desire, and commitment to accomplish a wide variety of tasks. Through an active volunteer program, people in local communities can become actively involved with BLM and the public lands. This involvement can increase public awareness and community understanding of the work and planning involved with public land decisions. With volunteers, BLM can expand our existing programs and undertake projects which otherwise could not be accomplished.

THE BASICS

Volunteers cannot displace a salaried employee, nor can they operate heavy equipment unless properly trained and qualified. However, volunteers can and should be used in almost all BLM programs, excluding law enforcement, policymaking, search and rescue work on behalf of BLM, certain range improvement tasks, or any type of hazardous duty. A sampling of the wide variety of tasks that volunteers can assist in are listed in Appendix A. A creative imagination, a willingness to use people's talents, and an ability to delegate authority is the formula for successful utilization of volunteers.

Individuals, as well as groups, can volunteer their services. Persons of all ages and with different educational levels can be recruited. **The main concern should be that the volunteer's skills are matched with the BLM project or need.**

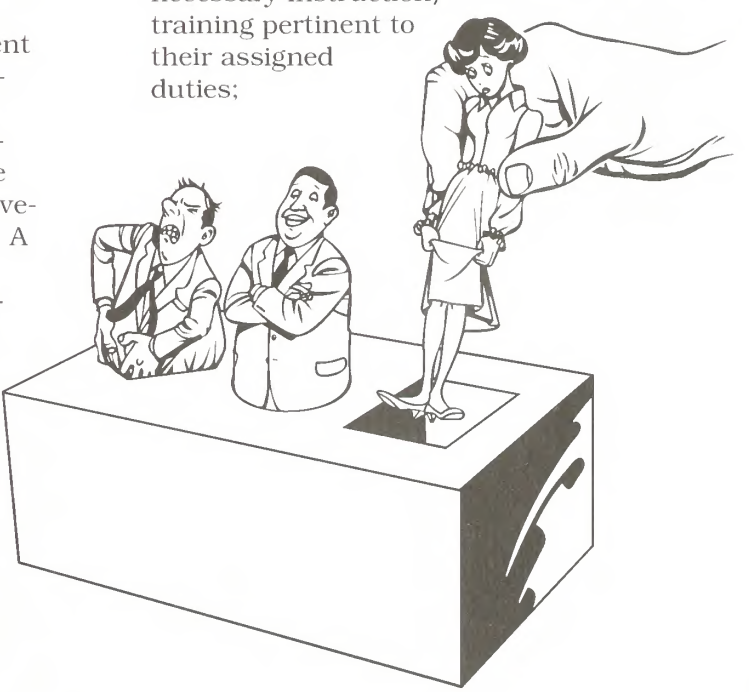
There are basically two types of volunteers: (1) persons who contribute their services to the Bureau and receive no wages or salary for their work. Although volunteers may be reimbursed for incidental personal expenses, they are not paid for their work; (2) hosted workers - persons who assist the Bureau for which they are paid wages or salary by someone other than BLM, or from funds other than funds appropriated to BLM.

Volunteers may want to donate their services for a day, for a few hours each week, for a month, or for an extended length of time. They may volunteer to work on a one-time project, or on several over an established timeframe. Flexibility in adjusting a volunteer's donated time is one of the selling features of the program. The supervisor and volunteer can mutually decide which will best suit their needs.

In return for their service, volunteers have a right to:

1. Be given suitable assignments - matching their individual preferences, skills, experience, and training, with a clear description of their duties;

2. Receive orientation to their BLM assignment and its responsibilities along with the necessary instruction/training pertinent to their assigned duties;



3. Have their time used effectively and efficiently (this includes being given meaningful work assignments), and receive supportive guidance and supervision including regular and fair evaluations;

4. Be treated as co-workers, be invited to participate as team members, and be held accountable for their actions as volunteers;

5. Expect that BLM will keep any commitments made to them in their Volunteer Agreement or statement of duties;

6. Be acknowledged for their contributions and accomplishments.

The failure of BLM to respect or provide for these rights will shortchange not only the volunteer, but ultimately the Bureau. Once a commitment is made, the volunteer also has the following responsibilities to the agency:

1. Be responsible in their offers of service and keep their agreements with BLM;

2. Accept the guidance and the decisions of their supervisors;

3. Serve the public well and represent the Bureau in an appropriate manner;

4. Inform their supervisors if they feel that BLM is not keeping any of its commitments to them;

5. Work within the bounds of their duties as set forth in their Volunteer Agreement and advise their supervisors if they think revisions or changes need to be made.

PROGRAM COORDINATION

The Volunteer Program Coordinator designated for your office is the person who handles general recruitment activities, coordinates interviews, maintains files, and handles any other general duties associated with the program.

The Role of the Volunteer Coordinator

- Assures that statements of duties are available for all volunteers to be incorporated into the Volunteer Agreement;

- Works with supervisors/managers in the assignment of volunteers;

- Ensures that each volunteer receives a performance evaluation (see Appendix D);

- Coordinates with supervisors/managers in issuing letters and certificates of appreciation to volunteers completing their assignments;

- If necessary, terminates a volunteer after consultation with the supervisor;

- Completes reports required by BLM Manual 1114, and other requests dictated by the Headquarters/State/District offices.

PLANNING

Identify Your Needs

Remember that volunteers cannot be used to displace employees. Volunteers, however, can assist with or accomplish tasks and projects for which you, as a manager, have neither the time nor the staff. Volunteers are not cost-free. Planning for volunteers should be initiated with an understanding that some money will be spent for expenses, and some staff time will be devoted to supervision/training. Even with this initial investment, the agency's returns can be great.

One simple, proven method to identify your needs for volunteers is to hold a brainstorming session with your staff (particularly those with potentially benefiting subactivities):

1. Develop a list of all tasks or projects done over the course of a year. Be specific and mention everything from typing a mailing list to organizing a field project, if these are tasks now done by a staff member.

2. Add to these items all projects or tasks you would like to accomplish if you only had the time, manpower, and funds. Be sure to include tasks or projects requiring specific training or skills, particularly if people with these skills are not now on your staff.

3. From this list, identify those tasks or projects not assigned to any employee or not using to full advantage your employees' training, time, and experience.

4. In addition, identify those tasks or projects already assigned to employees which could use some assistance. Volunteers can complement, support, and enhance the work of your staff.

5. Don't forget to include one-time assistance needs or small jobs such as running errands, or organizing a storage cabinet; someone may volunteer for whatever needs to be done on a certain day.

As you review these needs, ask yourself:

- Are the expected results worth the commitment of time, training, and supervision necessary to recruit a volunteer?

- What tasks or projects can be done by people without specific training, or with a minimum of instruction; e.g. campground host, clerk, receptionist, general maintenance? What jobs require skilled or trained help; e.g., secretary, carpenter, photographer, biologist?

Identify your needs for each of these categories. Don't forget to include projects or tasks that are appropriate for volunteer groups. Then, translate these needs into brief Project Descriptions or Volunteer Opportunities to be incorporated into a statewide Volunteer Opportunities Catalog issued by the Volunteer Coordinator. For one-time emergency type project needs, a Volunteer Opportunities Announcement can also be issued at the "direct time of need" throughout the year. (**Don't forget to program for any needed staff work months, supplies, tools, or materials in your Annual Work Plan submission.)**

Why Have a Project Description?

Writing a project description for volunteer work may initially seem like an unnecessary task. However, project descriptions define the tasks or duties to be accomplished. They are beneficial to both the supervisor and the volunteer because they can prevent misunderstandings. These descriptions also serve as the basis for the statement of duties written in the Volunteer Agreement, which in turn provides standards for volunteer evaluations by describing the tasks to be accomplished and the skills required.

Project descriptions can be standardized or written specifically (individualized) for certain tasks. Whether standard or individualized, project descriptions should specify the:

- Title of the position to be filled by volunteer assistance;
- Task(s) to be accomplished;
- Work conditions (location, office, outdoors, etc.);
- Equipment to be provided, and by whom;
- Knowledge and/or skills required;
- Training required and/or provided (if applicable);
- Work schedule and required time commitment (this can be a range);
- Supervision or guidance to be provided.

Project descriptions will serve two purposes. They can be widely distributed in the form of the statewide catalog, and be kept on the shelf for ready reference when prospective volunteers inquire about the Volunteer Program through correspondence or walk-in.

RECRUITING

Recruiting requires patience and persistence. Generally, previous volunteers are our best ambassadors. Satisfied volunteers will spread the word and may be your best source of additional assistance. Note that prospective volunteers are more apt to be attracted to tasks that are given interesting position titles (e.g., "administrative assistant" rather than "clerk", or "trail monitor", rather than "litter collector."

Eligibility

Volunteer services are accepted without regard to color, national origin, gender, race, age, religion, handicap, or any other non-merit factors. Those under 18, however, must have written consent of a parent or guardian, unless a part of an organized group; i.e. Boy/Girl Scouts, etc. U.S. citizenship is not required to be a volunteer, however a non-citizen must have a current visa. Further details on this are covered in the Manual 1114.16.

Volunteers can be reached through various outreach methods; i.e., news media, expositions, community service, college students (internship), job service placement, handicap placement services, retiree or senior organizations, etc. Special interest groups can be approached through their activity committee or membership. Personal contact or an article in a group's newsletter can be avenues to get the word out. Wide distribution of the statewide Volunteer Opportunities catalog is an excellent outreach tool.

Interviewing and Enrolling Volunteers

The interview provides the volunteer and the supervisor a chance to size up the situation and gather information before a commitment is made. This interview should be coordinated with the Volunteer Coordinator, unless geographic location hinders it. During the interview detailed questions can be posed by both the volunteer and supervisor regarding skills, interests, project related specifics, and necessary negotiation. A specific time can be designated to discuss final decision and fill out necessary paperwork.

Privacy Act

Information covered under the Privacy Act cannot be discussed during the interview process. Personnelists can give you specific instructions about this.

Bonding

Volunteers and hosted workers may be given assignments that include responsibility for collection of fees or other charges owed the United States. It is very important that training and general awareness of the risks involved with such duties be provided to the volunteer. In some instances background checks may be warranted, depending upon the volunteer's duties. The following clause must be typed on the Volunteer Agreement if the assignment requires the volunteer to be bonded:

> "I certify that I have received adequate training on the proper handling and safeguarding of government funds in my possession, and understand that I am automatically liable for any loss or shortage of such funds. However, I may be relieved of such liability if the loss occurred without fault or negligence on my part, and while I was acting in the discharge of my official duties."

For further clarification, refer to Manual 1114.29B.

SIGNING UP A VOLUNTEER

The Volunteer Agreement

All volunteers must be signed up under the Volunteer Services Agreement, Form 1114-4 (individuals) or Form 1114-5 (groups, see Appendix D). Before the volunteer starts the assignment, an Agreement must be filled out in its entirety, signed by the volunteer (or group liaison), and approved/signed by the appropriate BLM official (Deputy State Director, District Manager, Area Manager). Failure to have an Agreement completed allows the BLM to be susceptible to possible lawsuits. The original Agreement will be kept in appropriate files housed in a locking file cabinet maintained by the Volunteer Coordinator. A copy of the completed Agreement can be given to the volunteer. For tracking and procurement purposes, a fiscal year log number is typed on the Agreement (e.g. MT93VP-001). Volunteer agreements are valid only in the fiscal year they are executed. Therefore, new fiscal year numbers must be assigned. This new number can be a pen/ink change amending the original Agreement form. (Note also the above mentioned clause required for a bonded volunteer.)

Orientation

Most volunteers, even those who bring specific skills and knowledge applicable to the tasks they will do, require some orientation to acquaint them with the BLM mission, the uses of the public lands, and the function of their specific worksite assignment. "Our Public Lands" video gives a brief overview of BLM and is available for your use. Orientation should be tailored to each volunteer's specific needs. An orientation packet containing BLM information and employee-related requirements should be given to each volunteer when they report for duty (refer to Appendix B). Liability protection and injury compensation coverage for volunteers (as shown on the Volunteer Services Agreement form in Section 5b) should be discussed. Job safety is another important topic to cover. As a courtesy to the volunteer, introduce him/her to staff members, particularly co-workers, and do a tour of the worksite. This enables the volunteer to become comfortable and feel like a part of the BLM family.

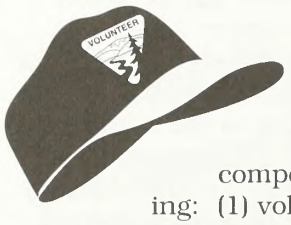
At a minimum, the supervisor and volunteer should discuss:

- timekeeping
- equipment and supplies needed to accomplish duties
- use of government property (D1-105 if applicable)
- approval to use personal property (see Volunteer Agreement 5b3 and Manual 1114.98E)
- job safety
- obtaining a government drivers license (if applicable) and vehicle safety regulations
- if an evaluation of volunteer's service will be done

Reimbursement

Volunteer reimbursement is discretionary, not required. Public Law 98-540 provides for reimbursement of expenses incidental to volunteers. Although volunteers cannot be paid wages, they can be reimbursed for personal expenses such as meals, transportation/mileage to and from worksite, or lodging costs incurred while on assignment. If the supervisor decides to reimburse the volunteer, this must be detailed on the Agreement under Section 6b. Volunteers may be lodged in government quarters. Reference Manual 1114.95 and 1114.98 for specific details on reimbursement. Other allowable program costs involve training, supervision, supplies, and recruiting.

Uniform Expense



Uniform expense can be allowed for volunteers assigned to tasks with high public visibility. Volunteer uniform components include the following: (1) volunteer shoulder patch, (2) generic or individualized volunteer nameplate, (3) volunteer indoor/outdoor vest, and (4) volunteer cap.

If the supervisor decides the volunteer should receive a uniform allowance, the procedures for volunteers to obtain a uniform are the same as for employees. Reference Manual 1114.94 for detailed guidelines.

Training

Some volunteer assignments may require more training beyond the scope of on-the-job training or orientation. In that case, volunteers may be invited to attend BLM training courses related to their assignments if their participation does not result in displacing employees or significant extra expenditures. Usually volunteers will consider most training to be a personal benefit and, as such, part of the compensation for their services.

Supervising

(refer to Appendix C for checklist)

The supervisor's role is to

- Provide or arrange for orientation and any appropriate training as specified in the Agreement or statement of duties;
- Oversee the assignment and the volunteer's activities;
- Give explicit and clear instruction on how the volunteer should complete tasks/assignment

- Provide guidance and advice
- (Optional) Evaluate the volunteer's work; acknowledging accomplishments, and if appropriate, provide constructive criticism;
- Arrange for proper recognition to be given volunteer upon completion of volunteer's service

COMPLETION OF VOLUNTEER SERVICE

Assignment Completion

Volunteers may end their service for any reason - completion of service or specified project, loss of interest, disagreement, conflict with personal obligations, or any other reason. Whatever the instance, the supervisor should evaluate the volunteer's service. The volunteer, in return, is given the opportunity to evaluate the volunteer program on the basis of his/her experience. Completion or termination of service should be noted on the Agreement by date and signature.

Termination of Service

Just as the volunteer has the right to end his/her service, the BLM also has the right to terminate a volunteer if s/he is not performing satisfactorily, or there is some conflicting factor; i.e., disregard for Bureau policy such as harassment, etc., or a safety issue. Terminating an unsatisfactory volunteer can be awkward. When a problem first appears, the supervisor should bring it to the attention of the volunteer and try to find a solution. The Program Coordinator should be informed. If problem-solving measures do not improve the situation, and the volunteer cannot be reassigned without repetition of the problem, s/he should be given notice (unless circumstances warrant immediate termination) that his/her services will no longer be needed by the supervisor or Program Coordinator. This is a courtesy we owe to the volunteer. The Agreement

should be noted that the service is terminated with appropriate date and signature.

EVALUATING THE PROGRAM

The Supervisor's Role

Supervisors should evaluate each volunteer (other than groups) on Evaluation Form 1114-1. This should be completed for every volunteer upon completion of service/project, or at least annually for long-term volunteers. These evaluations do not have to be lengthy. They can merely refer to the tasks defined in the Agreement, and an overall performance evaluation explained. If appropriate, mention any exemplary performance that the volunteer displayed while in service. The volunteer should receive a copy of this evaluation as a reference for future volunteer service or paid employment.

The Volunteer's Role

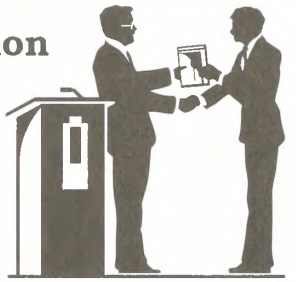
What better person to provide useful feedback about the quality of the Volunteer Program than the volunteers themselves. They can tell what is good and what needs to be improved. Supervisors can conduct informal sessions with the volunteer during his/her service time, and also should take advantage of the evaluation session at the end of the volunteer's assignment. These sessions can offer an opportunity to identify any potential problems that might need attention.

VOLUNTEER RECOGNITION

Show Appreciation

Everyone, whether a paid employee or a volunteer, wants and deserves to have his/her efforts acknowledged. The most appreciated thank-you comes from co-workers or those who are the direct recipients of the volunteer's services. During the volunteer's assignment these kinds of personal expressions are very rewarding. They give the volunteer a sense of belonging and value for contributing.

Formal Recognition



When the volunteer's service has been completed a more formal thank-you should be presented to the volunteer in the form of a certificate and letter of appreciation. Although volunteers may not receive cash awards, there are nonmonetary awards that can be given in various categories relating to total number of service hours (plaque, BLM pin, belt buckle, pen set, watch). The cost of any nonmonetary award cannot exceed the specified amount cited in the manual. Contact the Volunteer Program Coordinator for details. Further information on Awards is in Manual 1114.8

Articles and photos in the office newsletter, as well as local newspapers, can be an effective way to acknowledge and recognize your volunteers and volunteer groups. This also informs other managers of your project successes.

On an annual basis, usually in April, there is a national volunteer recognition week proclaimed. At this time, it is recommended that recognition be given to your volunteers on an overall basis with some type of ceremony. All-employee meetings are excellent forums to use, or a special coffee, potluck, lunch, etc. can also be a way to show appreciation. Regulations on food affairs are addressed in Manual 1114.85A.

BENEFITS TO VOLUNTEERS

The BLM Volunteer Program provides both tangible and intangible benefits to volunteers. Volunteers have their own reasons for serving. A successful program responds to these motivations, expectations, and needs. Volunteers can benefit by:

- being exposed to career opportunities and skills training
- having the opportunity for self-fulfillment
- finding satisfaction in helping others and/ or contributing to the nation's public lands
- becoming more aware of the BLM mission and opportunity to become a part of it
- using BLM as a reference to prospective employers

The BLM video "Make A Difference - Volunteer" is a brief summary of why people volunteer for BLM. This is available to supervisors for volunteer viewing when appropriate.

APPENDIX A
WAYS VOLUNTEERS CAN ASSIST BLM

Multi-program tasks

-do research
-draft news releases
-take photographs
-provide assistance with environmental analyses
-prepare artwork for publications
-serve as hosts, moderators, facilitators at BLM functions
-perform office support tasks; i.e., copy work, filing, typing
-train employees in various skills
-rehabilitate disturbed areas

Recreation

-visitor services; i.e., visitor centers, interpretation, patrol (non-law enforcement), monitoring
-living history demonstrations
-recreation inventory, recreation area project planning
-monitor payment of fees at campgrounds
-monitor compliance with recreation permits (limited to reporting non-compliance to appropriate staff members)
-monitor off-road vehicle use
-develop and/or maintain interpretive exhibits
-campground hosts, live-in or a spot check presence to deter vandals
-trail maintenance and/or construction
-facility maintenance

Cultural Resources

-surveys, both for inventory and for case-related projects
-archaeological excavations (depending upon circumstances)
-literature searches
-site monitoring
-artifact preservation and cataloguing

Wilderness

-monitor wilderness study areas (WSAs) or designated WSAs (impairing actions are reported to appropriate BLM staff)
-teach low-impact camping and wilderness skills
-patrol (non-law enforcement/and no BLM search and rescue)
-trailhead contacts
-collect user data

Range Management

-maintain projects where BLM has retained maintenance responsibility

(NOTE: Maintenance of rangeland projects developed for proper livestock management is an enforceable responsibility of the cooperating grazing permittee/lessee who receives primary benefit from the project. Therefore, it is not appropriate to maintain range improvements with volunteer labor if the permittee/lessee has maintenance responsibility.)

-inventory: identify plants, prepare study mounts, establish and/or maintain a herbarium, collect plan phenology data, catalog slides/pictures, prepare aerial photos and maps for field work, compute field data
-construct and/or maintain fences, enclosures or exclosures
-update grazing case files
-assist in determining the effects of acid rain on vegetation
-gather samples for water quality analysis
-assist in determining stream runoff occurrences

Forestry
-assist with post-pole fuelwood sales to public
-thin seedling patches and sapling stands
-assist in piling debris from cuttings

Wildlife
-assist on habitat improvement projects
-collect wildlife and/or vegetation data for inventory/monitoring
-adopt a wildlife habitat management area and complete selected projects, monitor changes in vegetation and wildlife
-conduct or assist with special studies and research
-make literature/data searches
-inspect and maintain wildlife improvements
-record wildlife use of critical areas or facilities
-revegetate wildlife habitat

Wild Horses and Burros
-handle adoption applications including mailing, sorting, reviewing, and filing applications
-draft responses to public inquiries
-handle title applications
-move, set up, operate, maintain portable capture traps or corrals
-feed and water penned animals
-maintain tack or other equipment
-assist at adoptions (cannot handle animals)

Lands
-monitor compliance with terms of lands actions

Minerals
-geologic, paleontological, structural, geobotanical and industrial minerals mapping
-geochemical sampling and analysis
-photogeology
-sediment analysis
-economic geology and other studies

Cadastral Survey
-work with survey crews of various types
-locate and mark survey corners
-operate equipment (when qualified)

Engineering
-construct or maintain facilities and trailheads
-work on survey crews of various types (engineering, etc.)
-erect or maintain signs
-operate equipment (when qualified)

Fire and Aviation Management

-conduct fire prevention projects
-assist with logistics operations (away from firelines)
-transport fire personnel and equipment
-operate communications equipment
-assist with fire management data (computer input, etc.)

AREAS WHERE VOLUNTEER SERVICES CANNOT BE USED

(Refer to Manual 1114.22 for detailed information)

Engaging in law enforcement work, carrying firearms, or issuing citations.

Range program - involvement in maintaining range improvements where the permittee/lessee has maintenance responsibility.

Hazardous duty such as observers riding in aircraft or as a firefighter.

Search and rescues on behalf of the BLM.

Assignments where policymaking decisions are made.

Displacing employees - volunteers must not be used to displace salaried employees.

APPENDIX B
VOLUNTEER ORIENTATION PACKET

The following are suggested contents for a volunteer orientation packet.

Use a double pocket portfolio to house the following:

Left side pocket:

Welcome letter signed by State Director/District or Area Manager
Office Safety Fact Sheet
When Injured at Work Pamphlet CA-11 (available from Personnel or Safety)
State Director's Policy Statement on EEO and Sexual Harassment
Building Security Fact Sheet
BLM Volunteer Handbook
Volunteer Time Card
Volunteer Performance Appraisal Form (1114-1)
Claim for Reimbursement (SF 1164 Rev 11-77)
Volunteer Final Checklist for Release from Assignment
Volunteer ID Card (B-1114-2)

Right side pocket:

BLM Volunteer Program Brochure "Volunteers with a Vision"
BLM Flyer giving brief overview of programs and mission
Pertinent information about your local BLM office, etc.

Check with your Volunteer Program Coordinator to obtain folders that are already assembled. Feel free to design your own.

APPENDIX C
CHECKLIST FOR SUPERVISORS

BEFOREHAND: Have you. . .?

_____ identified the need for a volunteer
_____ asked for input (from co-workers who will be affected by volunteer's presence)
_____ assembled necessary information/forms, etc. needed
_____ blocked out enough time when volunteer reports to do orientation and appropriate paperwork

DURING VOLUNTEER'S SERVICE: Have you. . .?

_____ been available for questions, etc.
_____ been constructive with criticism
_____ shown appreciation
_____ recognized problems, roadblocks, need for support
_____ addressed volunteer's needs (training, etc.)
_____ evaluated assignment and adjusted Volunteer Agreement if necessary
_____ released or reassigned unsatisfactory volunteers
_____ allowed the volunteer the opportunity to evaluate program, experience, own work, etc.
_____ provided media coverage on volunteer's accomplishments (newsletter, local newspaper), when appropriate

AFTER: Have you. . .?

_____ personally (one-to-one) thanked the volunteer, congratulations on a job well done
_____ recommended/arranged for suitable recognition
_____ produced a written evaluation usable by the volunteer
_____ written letter of appreciation (certificate) for presentation
_____ held a close-out evaluation session with volunteer
_____ planned or scheduled any needed followup measures
_____ incorporated specific contributions (special project completed, money savings, etc.) along with hours donated and costs to BLM/dollar value of services, into the annual Volunteer Program report (see Volunteer Program Coordinator)

A PROPERLY ORCHESTRATED VOLUNTEER PROGRAM IS AN ASSET TO THE SERVICE AGENCY, A VALUABLE EXPERIENCE FOR THE VOLUNTEER, AND AN OPPORTUNITY FOR DIRECT INVOLVEMENT OF THE COMMUNITY.

APPENDIX D

Form 1114-1 (June 1986)	UNITED STATES DEPARTMENT OF THE INTERIOR BUREAU OF LAND MANAGEMENT	Agreement No.
	VOLUNTEER PERFORMANCE EVALUATION	

Volunteer's Name (Print or type)	Type of Project	Principal Task(s)

Office/Location	SERVICE PERIOD COVERED *(Dates)*	
	FROM	TO

NOTE: Evaluate each of the following factors and rate each based on this scale: 1—Outstanding; 2—Excellent; 3—Satisfactory; 4—Marginal; 5—Unsatisfactory; 6—No Opportunity to Evaluate.

RATING	EVALUATION FACTORS *(Suggested standard for rating)*
	A. *Judgment*—Uses good judgment in interpreting and following policies and procedures; recognizes when there is a need for departure from usual procedures.
	B. *Working With Others*—Has good liaison with colleagues; assists others whenever appropriate; gives competent and complete assistance; gains the confidence of others; pleasant and courteous.
	C. *Oral Communication*—Talks on the level of people he/she deals with; responds to requests for help; gets his/her point across; asks questions when necessary to understand instructions.
	D. *Written Communication*—Gets the necessary information before writing; writes effectively; reader can follow his/her thoughts clearly.
	E. *Initiative*—Acts timely on all assigned tasks; willingly does assignments to the best of his/her ability.
	F. *Adaptability*—Readily accepts new or different tasks and adapts to new situations; knows when to seek assistance or support.
	G. *Planning and Organizing*—Work is neat, well arranged and easy to follow; plans use of time well.
	H. *Creativity*—Sees relationships among factors and comes up with good and workable ideas; cuts through procedural obstacles; and develops workable end products.
	I. *Decisionmaking*—Not afraid to make decisions and learn from failures; decisions are based on facts or sound judgment; accepts responsibility for decisions he/she makes.
	J. *Amount of Work*—All assigned tasks completed by the date agreed to by the Volunteer and Supervisor.
	K. *Quality of Work*—Meets quality standards agreed to by the Volunteer and Supervisor.

Use this space for comments, including the evaluation of any other relevant factors, and any recommendations for improvement *(if more space is needed use reserve, attach additional sheets, if necessary).* *(Continued on reverse.)*

Use this space for comments, including the evaluation of any other relevant factors, and any recommendations for improvement *(if more space is needed, attach additional sheets).*

List Volunteer's duties *(the Volunteer's project description may be attached in lieu of a separate list of duties, additional sheets may be attached, if necessary).*

This evaluation has been discussed with the Volunteer.

(Volunteer's Signature)	(Date)
(Supervisor's Signature)	(Date)
Name *(print or type)*	(Title)

Form 1114-4
(April 1992)

UNITED STATES
DEPARTMENT OF THE INTERIOR
BUREAU OF LAND MANAGEMENT

INDIVIDUAL VOLUNTEER SERVICES AGREEMENT

1. Agreement Number

2a. Name of Volunteer *(print or type)*	2b. Social Security Number	2c. Telephone *(include area code)*

2d. Address *(include zip code)*	2e. Date of Birth

3a. Person to Notify in an Emergency	3b. Relationship to Volunteer

3c. Address *(include zip code)*	3d. Telephone *(include area code)* Home - Work -

4. Project or Job Description *(Brief summary of work to be accomplished. If need be, use item 7 on reverse side or attachment to more fully describe the work and Volunteer's duties):*

BLM Project Supervisor _____ Title/Position _____ Phone _____

5. Agreement by Volunteer: I offer and agree to volunteer my services without compensation in wages to accomplish the work described above to assist the Bureau of Land Management (BLM), in accord with the following understandings.

a. I will contribute my services from _____ *(date)* to _____ *(date)*, and intend to contribute _____ hours per _____ *(time period)*.

b. Although this volunteer service will not confer on me the status of a Federal employee, while acting within the scope of this Agreement I will be deemed to be as if I were a Federal employee for the purposes of the:

(1) Federal Tort Claims Act, which protects a Federal employee from liability for injury or damage to others while the employee is acting within the scope of his or her duties, and

(2) Federal Employees Compensation Act, which authorizes compensation for work-related injury.

(3) Claims relating to damage to, or loss of, personal property incident to volunteer service in which case the provisions of 31 U.S.C. 3721 shall apply.

c. I am at least 18 years old *(or if I am less than 18, my parent or guardian consents to this Agreement by signature below)*.

d. I understand the health and physical-condition requirements for doing the work described in item 4 above, and the project location including altitude, and verify that the statement I have checked below is true:

☐ I know of no medical condition or physical limitation that may adversely affect my ability to do this work.

☐ I do know of a medical condition or physical limitation that may adversely affect my ability to do this work, and I have explained this to _____ *(name of BLM official)*.

e. It is understood that all publications, films, slides, videos, artistic or similar endeavors resulting from my volunteer services, as specifically contracted for and attached as an addendum hereto will become the property of the United States, and as such, will be in the public domain and not subject to copyright laws.

(Continued on reverse)

f. This volunteer is authorized to wear the BLM uniform while performing official BLM volunteer services. The uniform shall be worn in accordance with Manual Section 1103 available from the local BLM Volunteer Coordinator.

g. Either I or BLM may terminate this Agreement at any time by notifying the other party in writing.

Signature of Volunteer _____ Date _____

Signature of parent or guardian *(if Volunteer is under 18)* _____ Date _____

Name *(print or type)* _____ Relationship to Volunteer _____

6. Agreement by BLM: The BLM accepts this offer and agrees, while this Agreement is in effect, to:
   a. Deem this Volunteer to be as Federal employee for purposes of tort claims and compensation for work-related injury.
   b. Provide or provide for such materials and supplies, equipment, support services and facilities and supervision as are needed to accomplish this project except as may be specified in an attachment, marked _____. Any special provisions, such as concerning expenses, are set forth in an attachment, marked _____.

Signature of BLM Official _____ Name *(print or type)* _____

Title/Position _____ Office/Location _____ Date _____

7. Elaboration of Volunteers' duties or modifications or amendments to this agreement.

8. Completion or Termination: This agreement was completed/terminated *(cross out one)* on _____ *(date)*.
   Remarks:

Signature of BLM Official _____ Signature of Volunteer _____

Authority: Section 307, Federal Land Policy and Management Act of 1976 (43 U.S.C. 1737), as amended by P.L. 98-540 of 1984 (98 Stat. 2718).

Form 1114-5
(April 1992)

UNITED STATES
DEPARTMENT OF THE INTERIOR
BUREAU OF LAND MANAGEMENT

GROUP VOLUNTEER SERVICES AGREEMENT

1. Agreement Number

2a. Name of Sponsoring Group or Organization

2b. Telephone *(include area code)*

2c. Address *(include zip code)*

3a. Liaison Person for Day-to-Day Operations

3b. Telephone *(include area code)*

3c. Address *(include zip code)*

3d. Person to Notify in Emergency

3e. Address *(include zip code)*

3f. Telephone *(include area code)*

4. Project or Job Description *(Brief summary of work to be accomplished. If need be, use item 7 on reverse side or attachment to more fully describe the work and Volunteer's duties):*

BLM Project Supervisor _____ Title/Position _____ Phone _____

5. Agreement by Organization or Group: We offer and agree to volunteer our services to accomplish the work described above to assist the Bureau of Land Management (BLM) in its authorized activities, in accord with the following understandings:

a. We, including our participating Volunteers, will contribute our services without compensation in wages.
b. This volunteer service will not confer the status of Federal employee on any participating Volunteers, except that while acting within the scope of this Agreement, they will be deemed to be as if they were Federal employees for purposes of the:
   (1) Federal Tort Claims Act, which protects Federal employees from liability for injury or damage to others while the employees are acting within the scope of their duties, and
   (2) Federal Employees Compensation Act, which provides for compensation for work-related injury.
   (3) Claims relating to damage to, or loss of, personal property incident to volunteer service in which case the provisions of 31 U.S.C. 3721 shall apply.
c. Each of our participants is at least 18 years old *(or if any are under 18, a parent or guardian of each consents to this Agreement as shown by his or her signature on attachment(s) to this Agreement, marked _____).*
d. We will provide BLM with each participating Volunteer's name, phone number, and address, and number of service hours contributed. Each participant has certified, or before commencing work will certify, that he or she (1) has been informed of the health and physical-condition requirements for doing the work and project location including altitude, and (2) knows of any physical condition or limitation that may adversely affect his or her ability to do this work. We will supervise our participants' day-to-day work.
e. It is understood that all publications, films, slides, videos, artistic or similar endeavors, resulting from my volunteer services, as specifically contracted for and attached as an addendum hereto, will become the property of the United States, and as such, will be in the public domain and not subject to copyright laws.

(Continued on reverse)

f. Volunteers who are members of _____ *(complete as appropriate)* are authorized to wear the BLM uniform while performing official BLM volunteer services. The uniform shall be worn in accordance with Manual Section 1103 available from the local BLM Volunteer Coordinator.

g. Either we or BLM may terminate this Agreement at any time by notifying the other party in writing.

Signature of Representative of Organization or Group _____ Date _____

Name *(print or type)* _____ Title _____

6. Agreement by BLM: The BLM accepts this offer and agrees, while this Agreement is in effect, to:

a. Deem Volunteers participating under this Agreement to be as Federal employees for purposes of tort claims and compensation for work-related injury to the extent not covered by the sponsoring organization;

b. Provide technical guidance and such materials and supplies, equipment, and facilities as are needed and are available to accomplish this project except as may be specified in an attachment, marked _____. If other details need to be specified, such as any special provisions concerning expenses, they are set forth in an attachment, marked _____.

Signature of BLM Official _____ Name *(print or type)* _____

Title/Position _____ Office/Location _____ Date _____

7. Elaboration of Volunteers' duties or modifications or amendments to this agreement.

8. Completion or Termination: This agreement was completed/terminated *(cross out one)* on _____ *(date)*.
Remarks:

Signature of BLM Official _____ Signature of Organization Representative _____

Authority: Section 307, Federal Land Policy and Management Act of 1976 (43 U.S.C. 1737), as amended by P.L. 98-540 of 1984 (98 Stat. 2718).

Form 1114-5a
(November 198

UNITED STATES
DEPARTMENT OF THE INTERIOR
BUREAU OF LAND MANAGEMENT

Group Agreement No.

PARENTAL APPROVAL FORM
For Volunteers Under 18 Years of Age

To be used with Group Volunteer Services Agreement, Form 1114-5

Name of Volunteer _____ Age _____

Name of Parent or Guardian _____

Address of Parent or Guardian _____

Phone *(include area code)*: (Home) _____ (Work) _____

1. I affirm that I am the parent or guardian of the above-named volunteer. I understand that volunteer service with the Bureau of Land Management does not confer on a Volunteer the status of a Federal employee, except as specified in the Group Agreement between the Bureau and the sponsoring youth group or other sponsoring organization.

2. I understand that the sponsoring youth group or other sponsoring organization named below is responsible for supervising the volunteers and the work to be performed.

3. I understand the health and physical-condition requirements for doing the work described in the Group Agreement or other attachment to this Parental Approval Form, and the project location, and certify that the statement I have checked below is true:

☐ I know of no medical condition or physical limitation that may adversely affect my son/daughter/ward's ability to do this work.

☐ I do know of a medical condition or physical limitation that may adversely affect my son/daughter/ward's ability to do this work, and I have explained this to _____.
(Name of Youth Group Leader or BLM official)

4. I give my permission for _____ to participate as a volunteer on this project,

sponsored by _____, and to contribute
(Name of Youth Group or other Sponsoring Organization)
his or her services without compensation in wages, at _____
(Location of Project)
from _____ to _____ .
(Date) (Date)

Signature of Parent or Guardian _____

Relationship to Volunteer _____ Date _____

Authority: Federal Land Policy and Management Act of 1976, as amended (43 U.S. Code 1737 (c-g)).

CLAIM FOR REIMBURSEMENT FOR EXPENDITURES ON OFFICIAL BUSINESS	1. DEPARTMENT OR ESTBLISHMENT, BUREAU, DIVISION OR OFFICE	2. VOUCHER NUMBER 3. SCHEDULE NUMBER

Read the Privacy Act Statement on the back of this form.

5. PAID BY

4. CLAIMANT	a. NAME (Last, first, middle initial)	b. SOCIAL SECURITY NO.
	c. MAILING ADDRESS (Include Zip Code)	d. OFFICE TELEPHONE NUMBER

6. EXPENDITURES *(If fare claimed in col. (g) exceeds charge for one person, show in col. (h) the number of additional persons which accompanied the claimant.)*

DATE 19 ___ (a)	CODE (b)	*Show appropriate code in col. (b):* **A**—Local travel **B**—Telephone or telegraph, or **C**—Other Expenses (itemized) *(Explain expenditures in specific detail.)* (c) FROM	(d) TO	MILEAGE RATE ¢ NO. OF MILES (e)	AMOUNT CLAIMED MILEAGE (f)	FARE OR TOLL (g)	ADD. PERSONS (h)	TIPS AND MISCELLANEOUS (i)
If additional space is required continue on the back.			**SUBTOTALS CARRIED FORWARD FROM THE BACK**					
7. AMOUNT CLAIMED *(Total of cols. (f), (g) and (i)* ▶ $				**TOTALS**				

8. This claim is approved. Long distance telephone calls, if shown, are certified as necessary in the interest of the Government. *(Note: If long distance calls are included, the approving official must have been authorized, in writing, by the head of the department or agency to so certify (31 U.S.C. 680a).)*

Sign Original Only

APPROVING OFFICIAL SIGN HERE ▶ DATE

9. This claim is certified correct and proper for payment.

Sign Original Only

AUTHORIZED CERTIFYING OFFICER SIGN HERE ▶ DATE

10. I certify that this claim is true and correct to the best of my knowledge and belief and that payment or credit has not been received by me.

Sign Original Only

PAYMENT DESIRED

☐ CHECK ☐ CASH

CLAIMANT SIGN HERE ▶ DATE

11. CASH PAYMENT RECEIPT

a. PAYEE (Signature)	b. DATE RECEIVED
	c. AMOUNT $
12. PAYMENT MADE BY CHECK NO.	

ACCOUNTING CLASSIFICATION

1164-210

STANDARD FORM 1164 (REV. 11-77)
Prescribed by GSA, FPMR (CFR 41) 101-7

6. EXPENDITURES—CONTINUED

DATE 19 ____ (a)	CODE (b)	*Show appropriate code in col. (b):* **A**—Local travel **B**—Telephone or telegraph, *or* **C**—Other Expenses (itemized) *(Explain expenditures in specific detail.)* (c) FROM	(d) TO	MILEAGE RATE ¢ NO. OF MILES (e)	AMOUNT CLAIMED MILEAGE (f)	FARE OR TOLL (g)	ADD. PER-SONS (h)	TIPS AND MISCEL-LANEOUS (i)

APPENDIX E
SAFETY AND CONDUCT

BLM VOLUNTEER SAFETY

The Bureau of Land Management considers safety a vital part of every job. In fact, it is BLM policy that no job should be started unless it can be completed in a safe, effective manner. Every employee and volunteer jointly shares the following safety responsibilities:

** To correct or report all unsafe conditions
** To follow ALL safety instructions, practices, and procedures
** To avoid horseplay
** To keep work areas clean and free of hazards
** To report all accidents

We know from safety statistics that new volunteers tend to be more prone to accidents during their first few months on the job. We also know that a high frequency of these accidents occurs in certain areas of BLM work; i.e., field activities and driving. During this early period of the volunteer's assignment, the attitude together with knowledge and judgment, will be the three major factors which govern the volunteer's safety.

Encourage the volunteer to check with his/her supervisor on any job needing more specific health or safety measures, or on jobs where they do not understand the safety practices or procedures. The supervisor can then work it into a safety training session. The BLM has safety coordinators in each office. This staff should be known to the volunteer in case unsafe conditions need to be reported.

While all of us must strive to *prevent* accidents, when one does occur, the volunteer may be compensated by the Federal Employees Compensation Act and protected from liability from tort claims. Each job-related injury, no matter how minor it appears, should be reported immediately. Injury also means any illness/disease that is caused or aggravated by the volunteer's duties. The supervisor will provide necessary report forms and may authorize medical care.

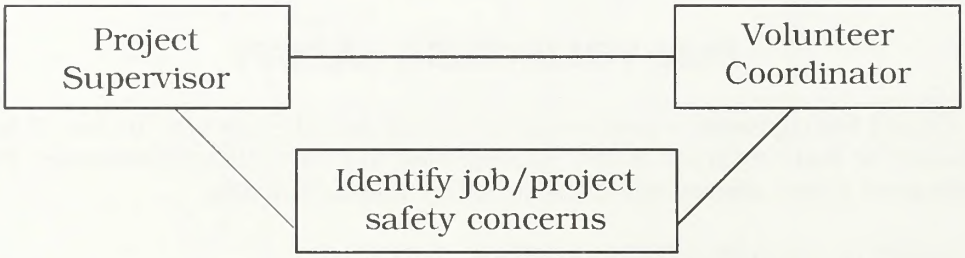
Volunteers should be made aware of Form CA-11, "When Injured at Work" and how to obtain it.

Vehicles have the greatest potential for causing serious accidents. If the volunteer's duties require operating or riding in motorized equipment, be sure they are trained and certified. The volunteer should also be familiar with maintenance and measures necessary to keep equipment operating in a safe condition. First aid and defensive driving instruction are required for all BLM motor vehicle operators.

Supervisors need to make sure that volunteers understand the safety aspects of their duties before they proceed.

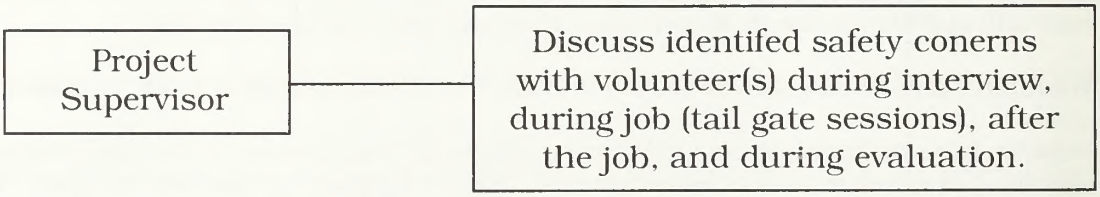
SAFETY RESPONSIBILITIES

1.

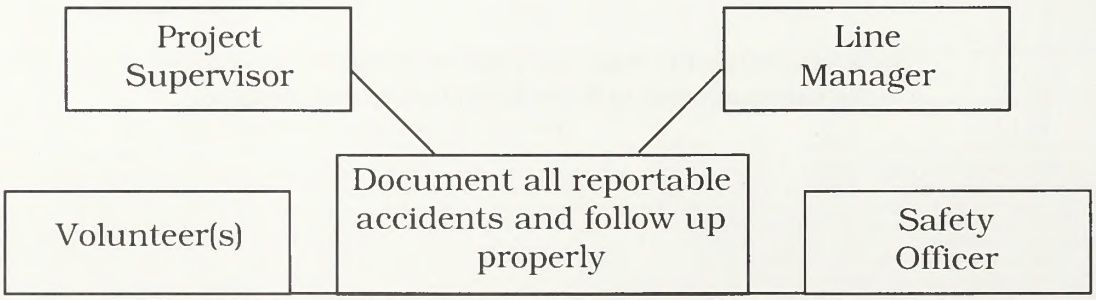


2.

3.



4.



BLM VOLUNTEER CONDUCT

* *Volunteers* are required to maintain high standards of honesty, integrity, impartiality, and conduct in the course of, or in relation to, their volunteer service (43 CFR 20.735.2(b)).

* *Volunteers* are expected to be courteous, considerate, and prompt when dealing with and serving the public (43 CFR 20.735(b)).

* *Volunteers* must comply with all applicable federal statutes and regulations issued by the Department of the Interior and/or Bureau of Land Management (43 CFR 20.735.2(b)).

* *Volunteers* must comply with any lawful regulations, orders, policies, and proper requests of the supervisor or other government officials having jurisdiction over the work or projects involved (43 CFR 20.735.2(d)).

* In the course of, or in relation to their volunteer service, *Volunteers* shall adhere to the policy of the federal government that there shall be no discrimination in serviced based on factors of race, creed, or religion, color, national origin, political affiliation, physical handicap, sex, age, and similar matters not related to merit and fitness (43 CFR 20.735.2(c)).

* *Volunteers* should consult with their supervisors on general questions they may have regarding the applicability of various regulations which may pertain to their service (43 CFR 20.735.2(g)).

* *Volunteers* shall be held accountable for government property and monies entrusted to them in connection with their volunteer service. It is each *Volunteer's* responsibility to protect and conserve Government property and to use it for official purposes only (43 CFR 20.735.15(a)).

* *Volunteers* shall not use or authorize the use of a government owned or leased motor vehicle other than for official purposes (43 CFR 20.735.15(b)).

* *Volunteers* shall not sexually harass other volunteers, government employees, or members of the public having business with the Department (43 CFR 20.735.17(a)).

* *Volunteers* shall not participate while on government owned or leased property, or while on duty for the government, in any gambling activity (43 CFR 20.735.17(d)).

* *Volunteers* are prohibited from using alcohol or illegal drugs while on duty as described in the Volunteer Agreement. A Volunteer who uses intoxicants while on duty is subject to dismissal and cancellation of his/her Agreement (43 CFR 20.735.17(g)).

* The carrying or transportation of firearms in a government vehicle or while on duty is prohibited. The authority to carry a firearm will be given only in a circumstance where a BLM employee would also require a firearm (excluding law enforcement) for safety reasons (e.g., bear count assignment).

BLM LIBRARY
RS 150A BLDG. 50
DENVER FEDERAL CENTER
P.O. BOX 25047
DENVER, CO 80225

☆ U.S. GOVERNMENT PRINTING OFFICE: 1998 - 689-112 / 41528 REGION NO. 10

OWER'S CARD

W644 1998
volunteers : a
anagers and

R	OFFICE	DATE RETURNED

(Continued on reverse)

S 944.5 .V64 W644 1998
Working with volunteers : a
guide for managers and